

Board of Directors

Operations Committee

June 20, 2019

Electronic Payments

Visa/XM Radio Ad

J.J. Eden

Executive Director



CSC Expansion Discussion



Andy Lelewski, P.E.

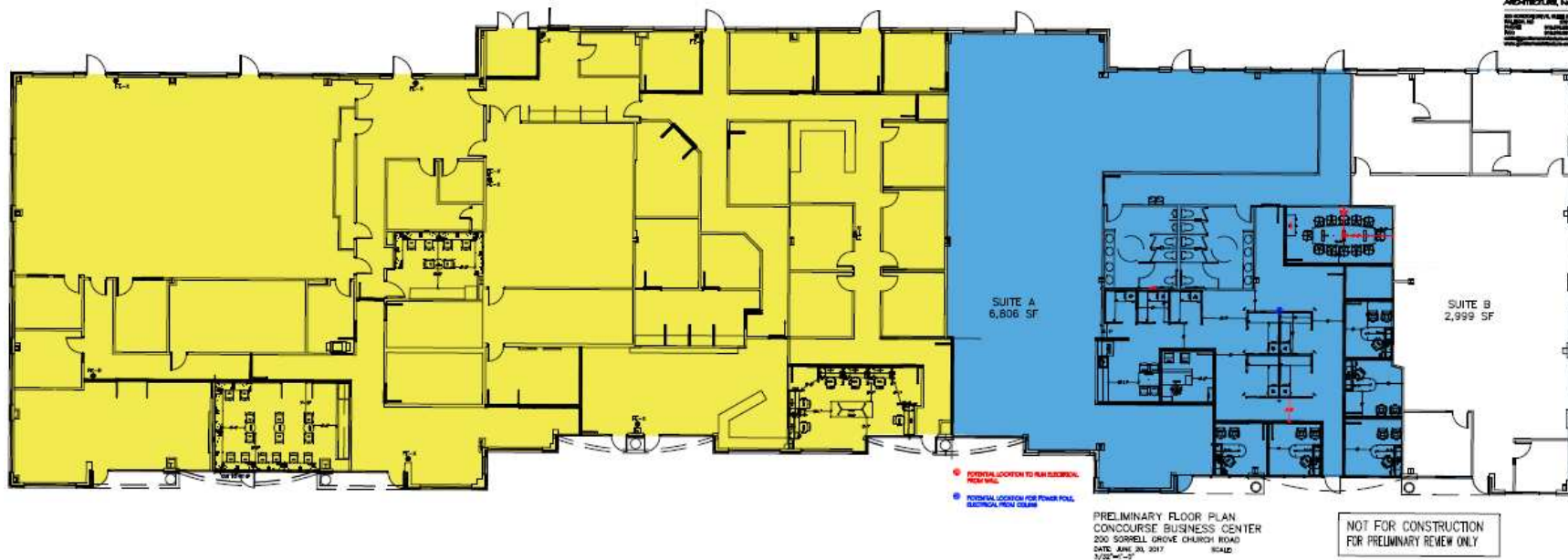
Director of Toll Operations

NC Quick Pass Customer Service Center/Operations Center

- Opened in October 2010
- Total lease space: 14,786 sq. ft.



NC Quick Pass Customer Service Center/Operations Center



Original Occupancy



Expansion 1



Potential Expansion 2

NC Quick Pass Customer Service Center/Operations Center

Services Provided

- Operations hub for call center
- Transponder fulfillment
- Mail processing
- Dispute resolution
- License plate image review
- Payments



Expansion 1

Opened April 2018

- Added 6,930 sq. ft.
- Total lease space of 21,716 sq. ft.

	Added	Total
CSR Workstations	85	125
Offices	7	15
Cubicles	7	9
Tag Storage	0	1
Conference Rooms	1	3
Restrooms	1 M, 1 F	2 M, 2 F
Parking Spaces	35	101



Expansion 2 (Potential/Future)

Remaining space available: 2,855 sq. ft.

- Six additional parking spaces

Immediate space needs

- Transponder storage
- NCTA work space

Future potential use

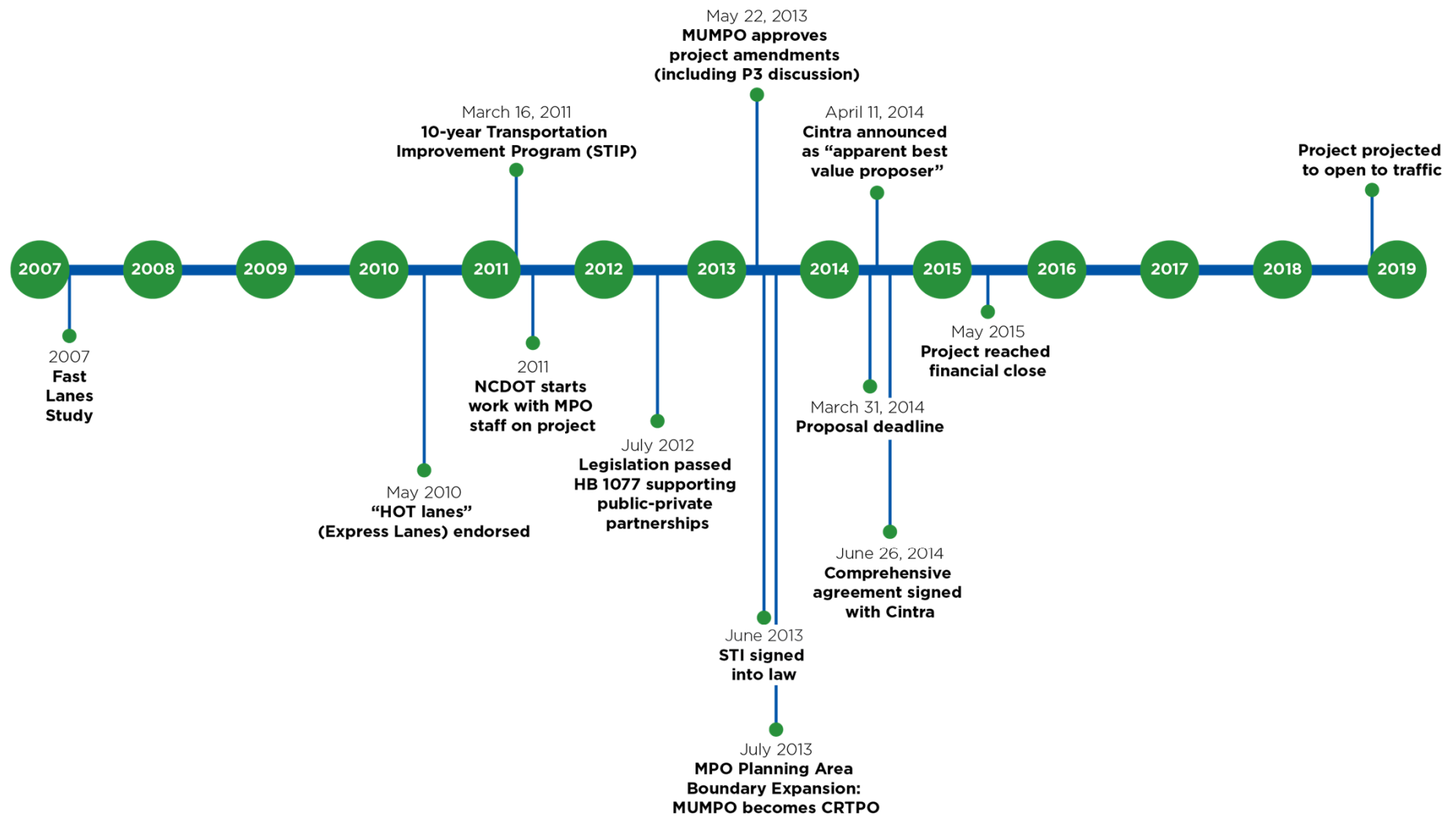
- CSR work stations (up to 32 additional)
- NCTA and/or offices
- Dedicated transponder storage

I-77 Opening Update



Rodger Rochelle, P.E.

Chief Engineer



I-77 Express Lanes



Northern 15 miles of project opened June 1, 2019

Multi-Prong Preparations

Civil

- Joint Inspections
- Punch Lists
- Substantial Completion Checklists and Meetings

Toll Systems

- Roadside Equipment
- End to End Testing
- Back Office Processing
- Customer Service

Operations

- Ordinances and Signing
- MOUs, Enforcement and Training

Driver Perspective Focus

- Uneven pavement between GP and Express Lanes near Exit 28
- Signage, markings and barrel placement complicated northbound express lanes entrance near Hambright Road
- Incomplete camera coverage
- Various duplicative or conflicting pavement markings

Remaining Work in North

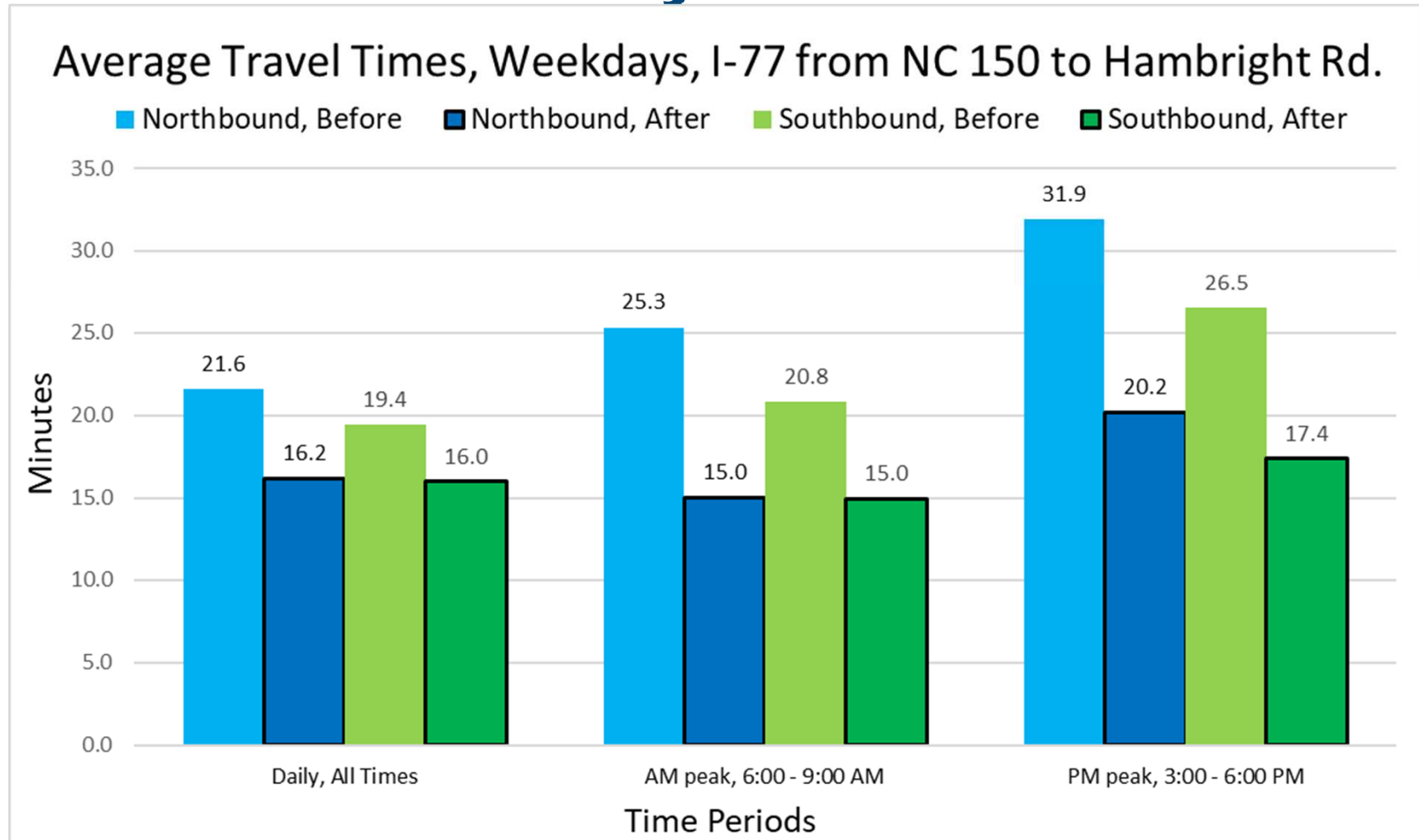
- Continued general purpose lane rehabilitation and overlays
 - Changes in pavement elevation will shift and improve as work progresses
 - Night time lane closures
 - If work requires the closure of both general purpose lanes, traffic will be shifted to express lanes and no tolls will be incurred in that area
- Supplemental ITS equipment
- Griffith Street
- Punch lists

Initial Preliminary Data - Crashes

Crashes (June 1 – 13)

- 16 crashes in database
- 12 in GP lanes, 4 in express lanes
- 15 rear end or lane departure collisions and 1 debris strike
- 15 property damage only

Initial Preliminary Data – Travel Time



- Data from 5/28 - 5/31 and 6/3 – 6/13
- Small sample size; long term inferences should not be made

Initial Data – NC Quick Pass

Transponders (May 29 – June 12)

- Average: 1,649 per day
- High: 3,601 (June 3rd)

I-77 CSC Walk-ins (June 1 – 12)

- Average: 105 per day
- High: 149 (June 3rd)

Call Volume (May 29 – June 12)

- Average: 1,834 per day
- High: 2,784 (June 3rd)

HOV App Downloads

- Roughly 150 – 250 per day for first four days



Next Six Months

- Completion of the Southern portion of project, most notably between I-277 and I-85



Next Six Months

Tolling in schedule mode (30 minute periods)

Potential Amendment to the CA

- Allowance for medium size trucks, work trailers, etc.
- Greater transparency on maximum toll rates for given period
- Allowance for frequent user discount program
- No cost amendment

Peak Period Shoulder Lanes

- 11 segments being analyzed
- Implementation will be prioritized by value and subject to availability of funds
- Funding option to be determined in concert with CRTPO

HOV Account

- Clarification regarding appropriate usage
- Enhanced customer service regarding account selection

Morrisville Parkway Interchange Toll Rates



David Roy

Director of Finance & Budget

Morrisville Parkway Interchange

Construction Start:

- January 2018

Project Construction Cost:

- ~\$15.2 million

Projected to Open to Traffic:

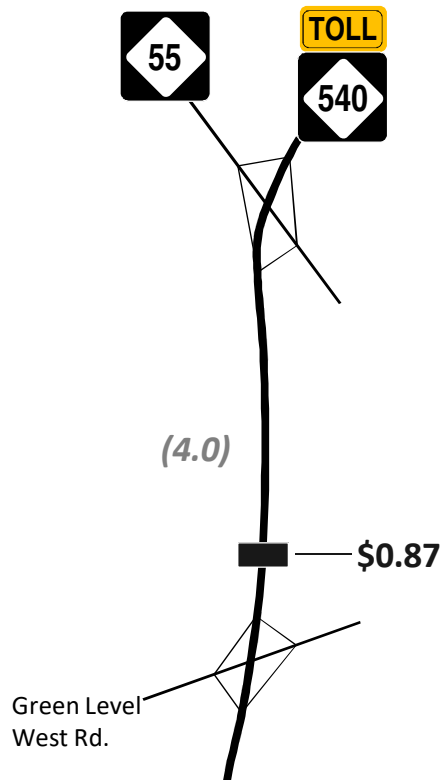
- Late 2019 – Early 2020



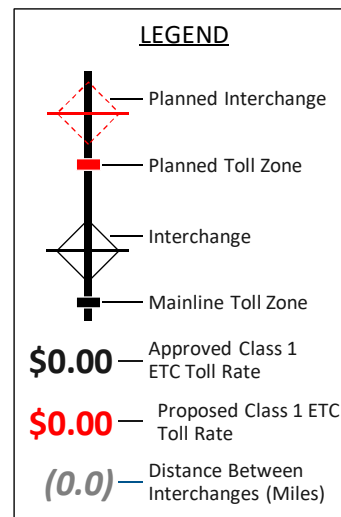
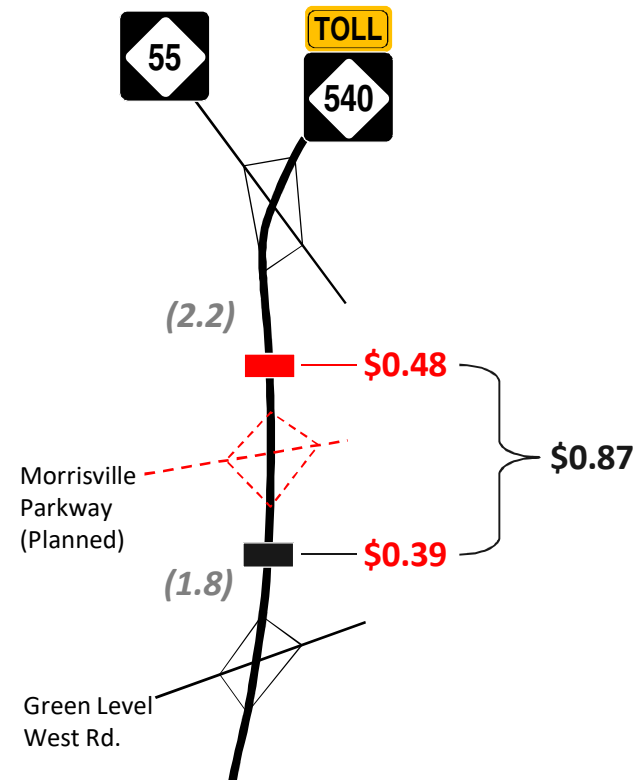
2020 Toll Rates for Mainline Toll Zones

Morrisville Parkway and Green Level West Road

Approved Toll Rate



Proposed Toll Rates



Morrisville Parkway Interchange

Toll Schedule Changes

- Proposed toll rates are consistent with current Triangle Expressway tolling conventions
- New interchange and new toll zones will not affect current rate schedule for existing toll zones
- The cost of travel will not change for motorists traveling between NC 55 and Green Level Road West.
- These toll rates are consistent with rates in the 2018 Triangle Expressway Traffic and Revenue Study used for bond refinancing
- Proposed rates will not negatively affect toll revenue on the Triangle Expressway

Calendar Year (1)	Mainline Section between NC 55 and Morrisville Parkway (2.2 miles)						Mainline Section between Morrisville Parkway and Green Level West Road (1.8 miles)					
	Class 1 (two axles)		Class 2 (three axles)		Class 4 (four or more axles)		Class 1 (two axles)		Class 2 (three axles)		Class 4 (four or more axles)	
	ETC		ETC		ETC		ETC		ETC		ETC	
	ETC	BBM	ETC	BBM	ETC	BBM	ETC	BBM	ETC	BBM	ETC	BBM
2020	0.48	0.73	0.96	1.46	1.92	2.92	0.39	0.60	1.92	2.92	7.68	11.68
2021	0.49	0.76	0.98	1.52	1.96	3.04	0.41	0.63	1.96	3.04	7.84	12.16
2022	0.51	0.78	1.02	1.56	2.04	3.12	0.42	0.65	2.04	3.12	8.16	12.48
2023	0.52	0.80	1.04	1.60	2.08	3.20	0.43	0.66	2.08	3.20	8.32	12.80
2024	0.54	0.83	1.08	1.66	2.16	3.32	0.45	0.69	2.16	3.32	8.64	13.28
2025	0.55	0.85	1.10	1.70	2.20	3.40	0.46	0.71	2.20	3.40	8.80	13.60
2026	0.57	0.88	1.14	1.76	2.28	3.52	0.47	0.72	2.28	3.52	9.12	14.08
2027	0.59	0.90	1.18	1.80	2.36	3.60	0.49	0.75	2.36	3.60	9.44	14.40
2028	0.61	0.93	1.22	1.86	2.44	3.72	0.50	0.77	2.44	3.72	9.76	14.88
2029	0.62	0.96	1.24	1.92	2.48	3.84	0.52	0.80	2.48	3.84	9.92	15.36
2030	0.64	0.99	1.28	1.98	2.56	3.96	0.53	0.82	2.56	3.96	10.24	15.84
2031	0.66	1.01	1.32	2.02	2.64	4.04	0.55	0.85	2.64	4.04	10.56	16.16
2032	0.68	1.05	1.36	2.10	2.72	4.20	0.57	0.88	2.72	4.20	10.88	16.80
2033	0.70	1.07	1.40	2.14	2.80	4.28	0.58	0.89	2.80	4.28	11.20	17.12
2034	0.72	1.11	1.44	2.22	2.88	4.44	0.60	0.92	2.88	4.44	11.52	17.76
2035	0.74	1.14	1.48	2.28	2.96	4.56	0.62	0.95	2.96	4.56	11.84	18.24
2036	0.76	1.17	1.52	2.34	3.04	4.68	0.63	0.97	3.04	4.68	12.16	18.72
2037	0.77	1.19	1.54	2.38	3.08	4.76	0.65	1.00	3.08	4.76	12.32	19.04
2038	0.79	1.22	1.58	2.44	3.16	4.88	0.66	1.02	3.16	4.88	12.64	19.52
2039	0.80	1.23	1.60	2.46	3.20	4.92	0.68	1.05	3.20	4.92	12.80	19.68
2040	0.82	1.26	1.64	2.52	3.28	5.04	0.69	1.06	3.28	5.04	13.12	20.16
2041	0.84	1.29	1.68	2.58	3.36	5.16	0.70	1.08	3.36	5.16	13.44	20.64
2042	0.86	1.32	1.72	2.64	3.44	5.28	0.71	1.09	3.44	5.28	13.76	21.12
2043	0.87	1.34	1.74	2.68	3.48	5.36	0.74	1.14	3.48	5.36	13.92	21.44
2044	0.89	1.37	1.78	2.74	3.56	5.48	0.75	1.16	3.56	5.48	14.24	21.92
2045	0.91	1.40	1.82	2.80	3.64	5.60	0.76	1.17	3.64	5.60	14.56	22.40
2046	0.93	1.43	1.86	2.86	3.72	5.72	0.77	1.19	3.72	5.72	14.88	22.88
2047	0.95	1.46	1.90	2.92	3.80	5.84	0.79	1.22	3.80	5.84	15.20	23.36
2048	0.97	1.49	1.94	2.98	3.88	5.96	0.80	1.23	3.88	5.96	15.52	23.84
2049	0.99	1.52	1.98	3.04	3.96	6.08	0.82	1.26	3.96	6.08	15.84	24.32
2050	1.00	1.54	2.00	3.08	4.00	6.16	0.84	1.29	4.00	6.16	16.00	24.64
2051	1.02	1.57	2.04	3.14	4.08	6.28	0.86	1.32	4.08	6.28	16.32	25.12
2052	1.04	1.60	2.08	3.20	4.16	6.40	0.87	1.34	4.16	6.40	16.64	25.60
2053	1.06	1.63	2.12	3.26	4.24	6.52	0.89	1.37	4.24	6.52	16.96	26.08
2054	1.08	1.66	2.16	3.32	4.32	6.64	0.91	1.40	4.32	6.64	17.28	26.56
2055	1.10	1.69	2.20	3.38	4.40	6.76	0.93	1.43	4.40	6.76	17.60	27.04
2056	1.13	1.74	2.26	3.48	4.52	6.96	0.94	1.45	4.52	6.96	18.08	27.84
2057	1.15	1.77	2.30	3.54	4.60	7.08	0.96	1.48	4.60	7.08	18.40	28.32
2058	1.17	1.80	2.34	3.60	4.68	7.20	0.99	1.52	4.68	7.20	18.72	28.80

Roadway Maintenance Update



Dennis Jernigan, P.E.

Director of Highway Operations





Wrong Way Driver Prevention Program Update

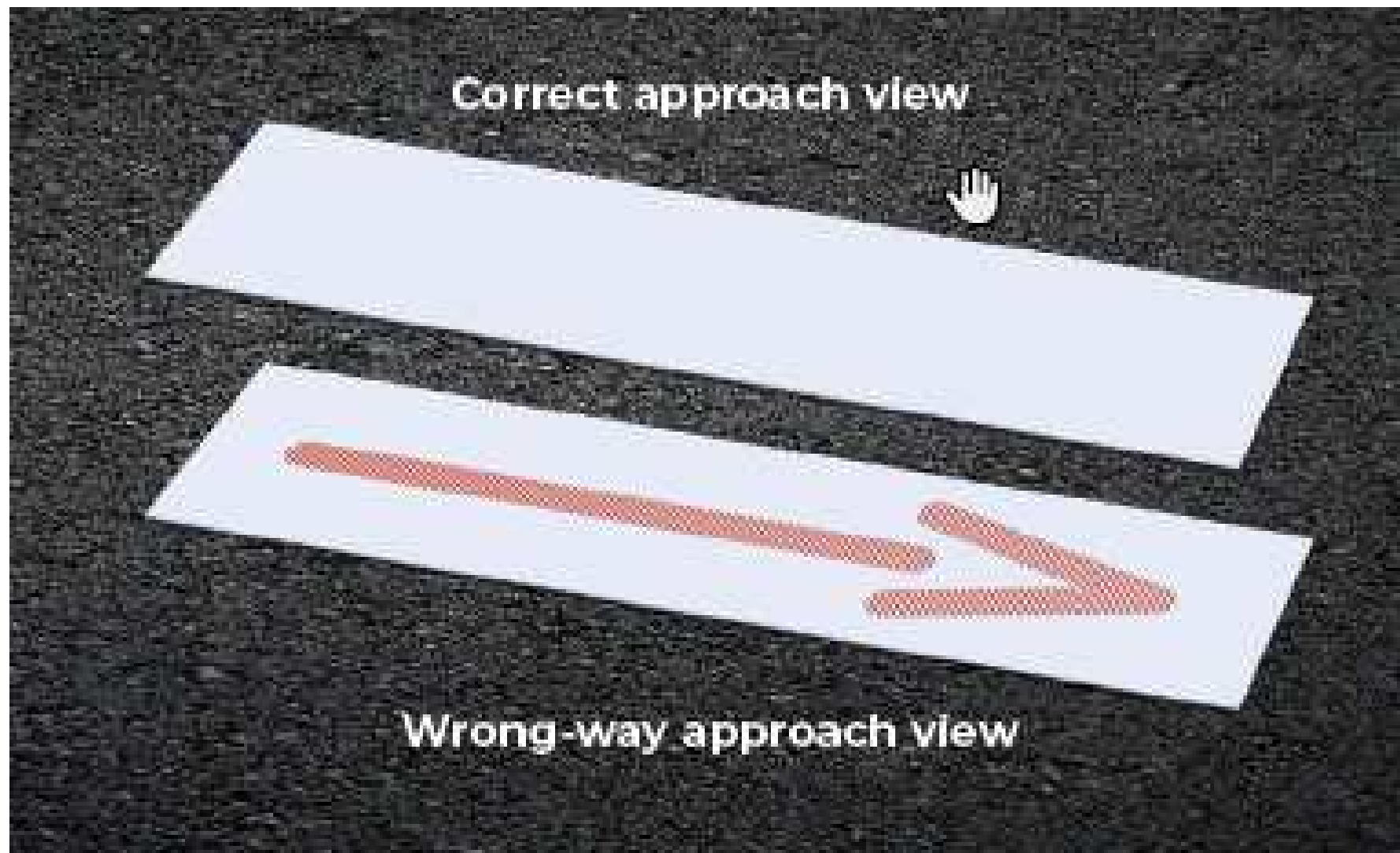


Dennis Jernigan, P.E.
Director of Highway Operations

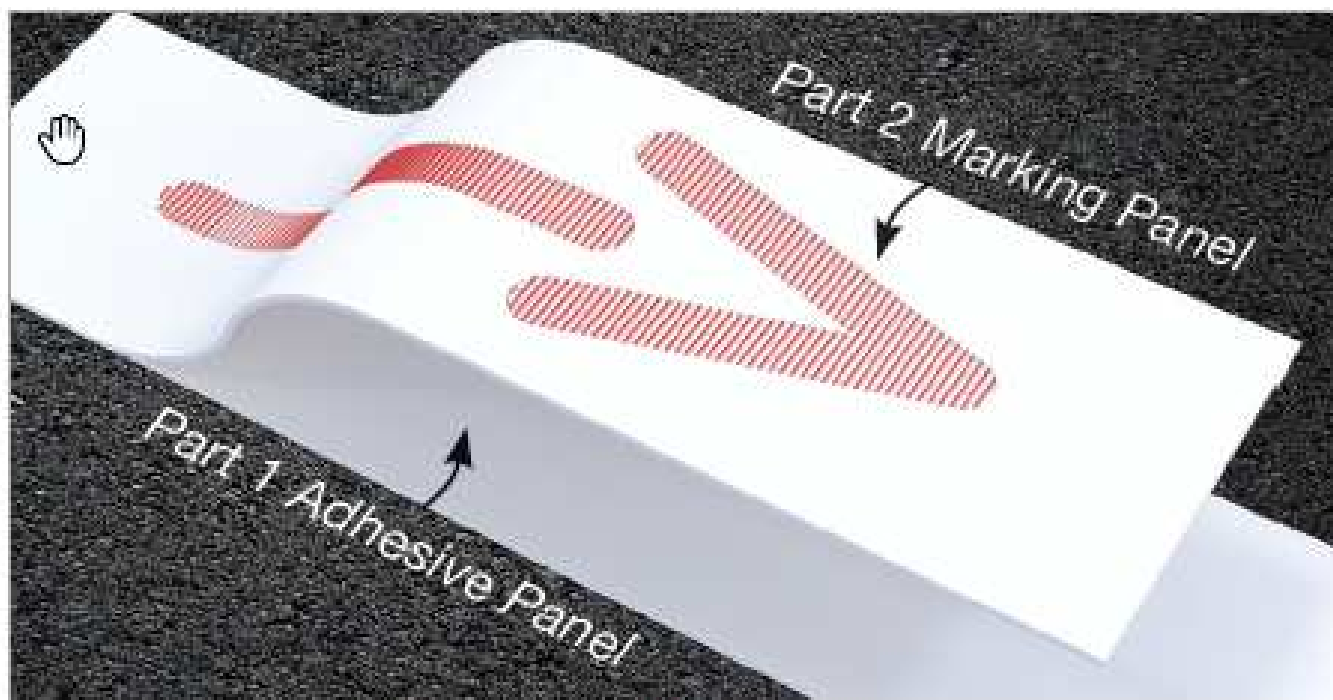
LaneAlert 2xTM

**LaneAlert 2xTM Series 1 PFT
Pavement Marking**





LaneAlert 2x™ Part 1 & Part 2



*LaneAlert 2x™
Part 2 Profile
Cutaway*









Thank You!

